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Accountability Report 1995-96

pg 606  
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# Public Service Commission of South Carolina

## Annual Accountability Report

1995-1996

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**Program - Utility Regulation****Program Goal:**

To fix just and reasonable rates, standards, classifications, regulations, practices and measurements of service to be furnished, imposed or observed and followed by regulated utilities. To perform compliance audits of the regulated companies' books and records to insure that the proper rates and charges are used and to insure that regulated companies comply with the Commission's rules and regulations.

**Program Objectives:**

To regulate and supervise the rates and services of investor-owned electric utilities; investor-owned gas, water and wastewater companies; and all telephone companies in the state.

**Performance Measures:**Workload Indicators:

Electric	
4	Companies rated and reviewed
45	Compliance audits statewide

Gas	
4	Companies rated and reviewed
27	Compliance audits statewide

Telecommunications	
27	Local exchange companies rated and serviced
4	Competitive local exchange companies
341	Interexchange carriers
1,207	Coin operated customer-owned telephones
80	Compliance audits statewide



## PUBLIC SERVICE COMMISSION

Water and Wastewater	
85	Water and wastewater companies rated and serviced
50	Compliance audits statewide

Accounting	
4	Electric company audits
4	Gas company audits
70	Telephone company audits
5	Water and wastewater company audits
12	Transportation audits

Consumer Services	
All complaints and consumer inquiries concerning the utility and transportation companies regulated by the Commission will be satisfactorily addressed in accordance with the Commission's guidelines. The number of these complaints and inquiries vary each year as a function of State and Federal regulatory changes, competition, marketing practices, social and economic conditions, weather and other factors.	

Efficiency Measures:

Electric	
16	Hearings held
103	Orders issued
30	Compliance audits completed



## PUBLIC SERVICE COMMISSION

Gas	
6	Hearings held
37	Orders issued
18	Compliance audits completed

Telecommunications	
87	Hearings held
400	Orders issued
194	Compliance audits completed

Water and Wastewater	
18	Hearings held
70	Orders issued
59	Compliance audits completed

Accounting	
6	Electric audits
7	Gas audits
80	Telecommunications audits
8	Water and Wastewater audits
60	Transportation audits

Consumer Services	
2,106	Complaints and inquiries against utility and transportation companies processed
44	Meter tests and on-site inspections completed to investigate complaints and/or inquiries

**Outcomes:**

The Utilities Department found 435 situations of non-compliance of the Commission's rules and regulations during on-site inspections and required the companies to correct these violations.

**Program - Transportation Regulation****Program Goal:**

To minimize the unauthorized "for hire" use of motor vehicles on the public highways of this state.  
To assist all "for hire" motor carriers in bringing their companies into compliance with the laws regulating the hauling "for hire" of passengers, household good and hazardous waste for disposal or any other item or article which falls under the purview of this Commission's authority.

**Program Objectives:**

To provide the state with a well-regulated and safe transportation system which can provide all needed transportation services at a reasonable cost and operate within the motor vehicle laws and the rules and regulations of this Commission.

**Performance Measures:****Workload Indicators:***Enforcement*

- 7 authorized positions for law enforcement officers
- 238 inspections of vehicles per month
- 7 inspectors are given a goal of 2 inspections per day worked
- Issues citations, warnings and/or warrants of arrest to carriers found to be operating with no intrastate authority or certificated carriers found to be in violation of Rules and Regulations of the Commission

## PUBLIC SERVICE COMMISSION

- Enforcement officers respond to complaints filed by the public and complaints filed by certificated carriers.
- Department staff assists the regulated carriers and the general public with regard to various motor carrier issues.

*Licensing*

- Issues certificates of Public Convenience and Necessity and Fit, Willing and Able to intrastate motor carriers after proving that they are fit, willing and able as determined by the Commission.
- Issues license decals for commercial vehicles holding Class C certificates of Public Convenience and Necessity operating in this state.
- Schedules hearings as needed to address various transportation matters.

*Rates*

- Reviews all rates with regard to new applications, tariffs on file for certificated carriers and applications for rate increases to determine if the rates are fair and provide adequate compensation to allow continued service.

*Accounting*

- Conducts complaint and compliance audits of "for hire" motor carriers as deemed necessary by the Transportation Department.

Efficiency Measures:

Enforcement	
230	Inspections of vehicles performed per month by 7 Enforcement Officers.
23	Citations were issued with assessed fines of \$19,425.
20	Warnings were issued by Enforcement Officers
65	Responses to complaints were reported by the Department.
657	Assists to regulated carriers and the general public with regard to various motor carrier issues.



## PUBLIC SERVICE COMMISSION

Licensing	
148	Certificates of Public Convenience and Necessity and/or certificates of Fit, Willing and Able were issued to intrastate carriers of passengers, household goods and hazardous waste for disposal after proving that they are fit, willing and able as determined by the Commission.
2,960	License decals issued for commercial vehicles holding Class C certificates of Public Convenience and Necessity operating in this state, producing \$125,399 in revenues.
14	Hearings were held concerning various transportation matters.

Rates	
148	Tariffs reviewed with regard to new, amended, transferred or reinstated certificates.
3	Rate increase applications handled by the department.

Accounting	
40	Compliance audits performed on transportation companies.
32	Complaint audits performed on transportation companies.
All complaints were worked satisfactorily within the Commission guidelines during this period.	

Outcomes:

The Transportation Department found 24 transportation companies to be out of compliance with Commission rules and regulations during this period.

**Program - Gas and Railroad Safety****Program Goal:**

Carry out an effective safety program for intrastate gas and liquid pipeline systems and railroad systems to insure compliance with federal and state safety regulations to provide the general public a safe environment.

**Program Objectives:**

Conduct sufficient on-site inspections of gas, liquid, and railroad facilities to determine compliance with state and federal safety regulations and carry out a cooperative program of assisting jurisdictional system operators to achieve compliance. Initiate compliance action as needed.

**Workload Indicators:**

Number of Gas and Liquid Operators	
4	Private-owned natural gas
10	Municipal-owned natural gas
8	Natural gas master meters
2	Liquid propane gas
5	Natural gas Authorities
1	Landfill gas
2	Liquid pipelines
1	Transmission direct sales

**Gas and Liquid Projected Inspection Activities**

345 person days spend on inspections of operator facilities which include 106 individual inspection units.

Number of Railroads	
2	Interstate companies
12	Intrastate systems

**Railroad Inspection Activities**

Inspections of 2100 miles of track which is approximately 75 percent of the total track miles in South Carolina. 4500 inspections of cars and records.

**Efficiency Measures:**

Gas and Liquid Pipeline Safety
430 on-site inspection person days covering all inspection units in each system.

Railroad Safety
On-site inspections of 2,456 miles of rail and 4,065 pieces of rolling equipment.

**Outcomes:**

Railroad safety: the inspections of cars and records were lower than projected due to the illness of our only certified inspector for a period of two months.